

FIG. 1

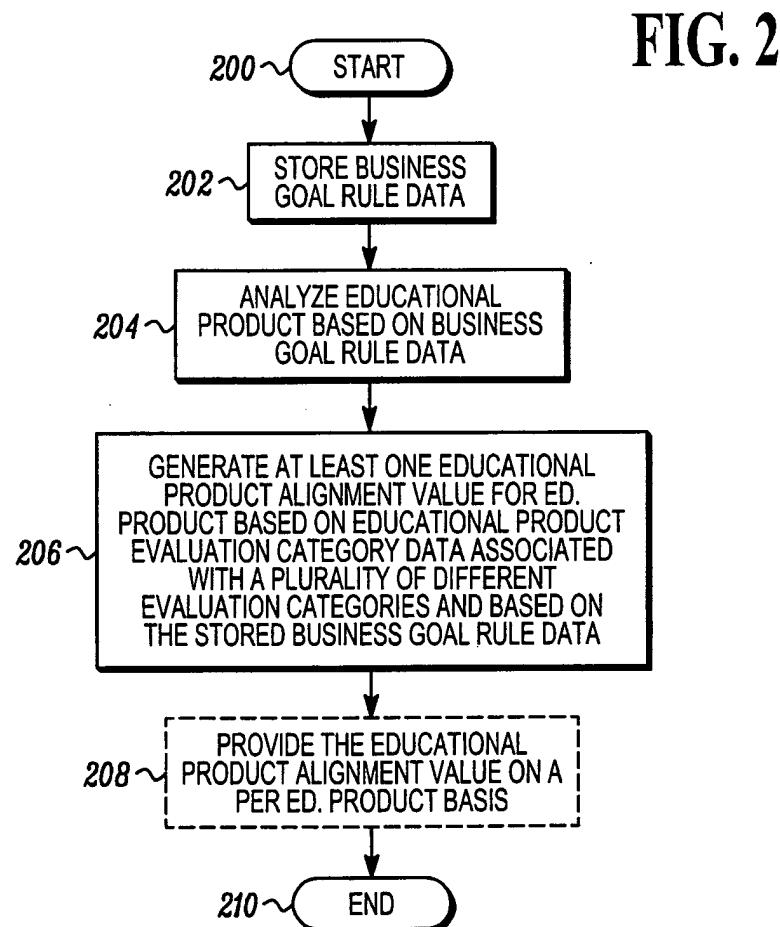


FIG. 2

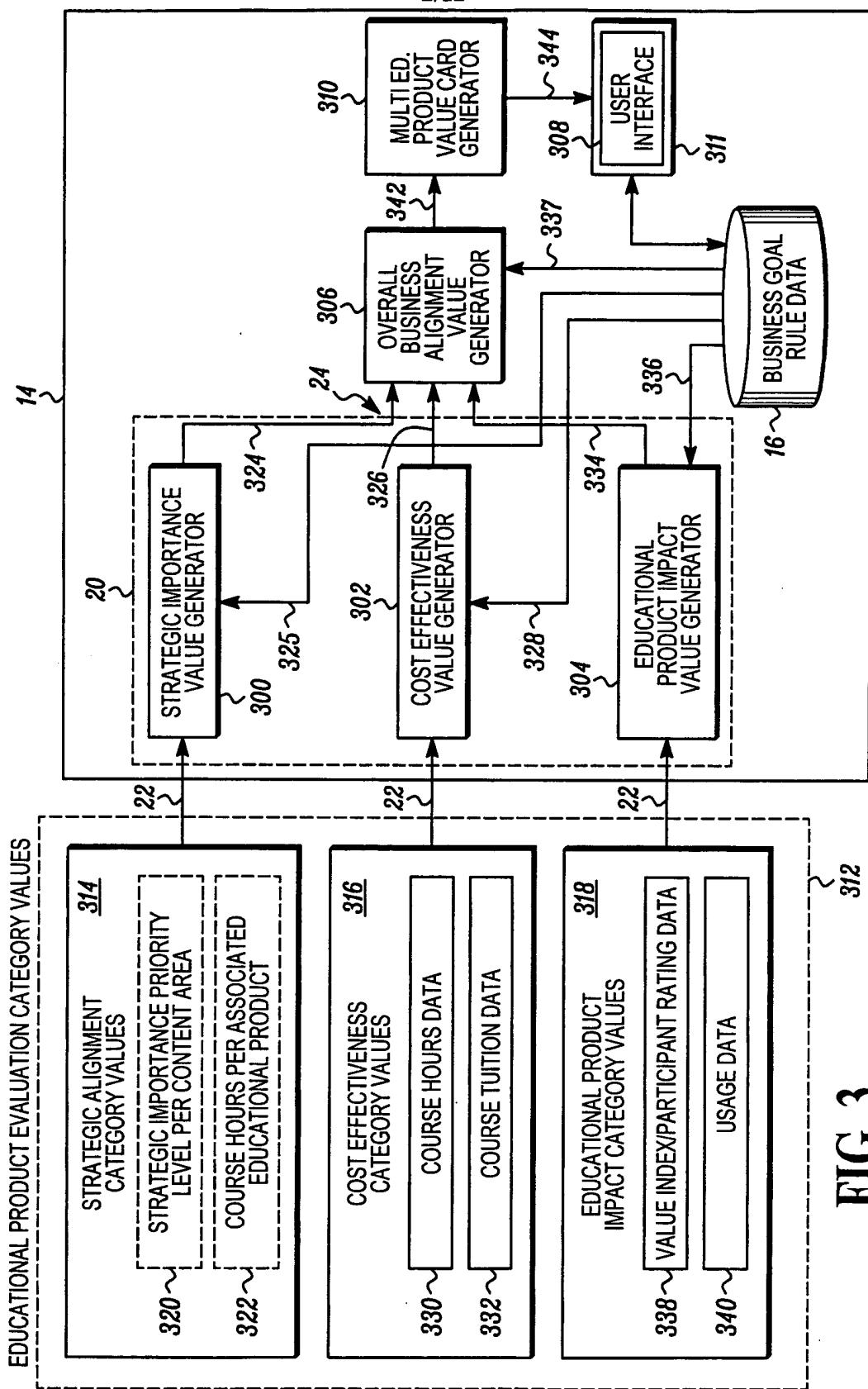


FIG. 3

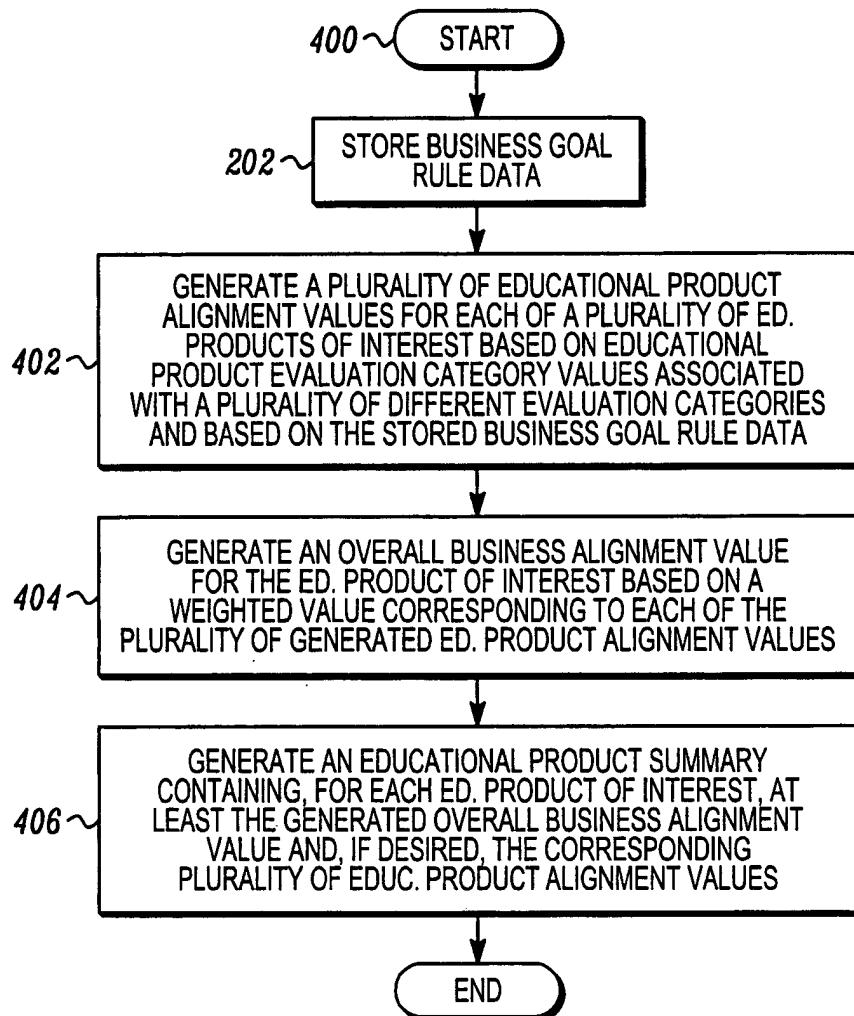


FIG. 4

FIG. 5

508

344

500

502 326 504 334 506

EDUCATIONAL PRODUCT ID (NAME)	STRATEGIC IMPORTANCE ALIGNMENT VALUE	COST EFFECTIVENESS VALUE	IMPACT VALUE	OVERALL BUSINESS ALIGNMENT VALUE 342	KEY DRIVERS OF FINAL RATING
ACCOUNTS RECEIVABLE PRIMER 324	2	1	2	2.72	FAIR ALIGNMENT WITH WAY OFF ON TARGET HOURS AND SOMEWHAT OFF ON COST LOW USAGE AND MEDIUM RATINGS
BEST PRACTICES FOR CUSTOMER BILLING	1	3	2	3.42	POOR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS AND COST HIGH USAGE AND MEDIUM RATINGS
BILLING 101	1	1	2	1.32	POOR ALIGNMENT WITH OFFERINGS WAY OFF TARGET HOURS AND COST HIGH USAGE AND MEDIUM RATINGS
CUSTOMER SERVICE EXCELLENCE	1	2	2	2.25	POOR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS BUT WAY OFF ON COST HIGH USAGE AND LOW RATINGS
FINANCIAL BASICS	1	3	2	3.42	POOR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS AND COST HIGH USAGE AND MEDIUM RATINGS
FINANCE IN OUR BUSINESS	1	3	1	2.89	POOR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS AND COST LOW USAGE AND LOW RATINGS
HOW FINANCE WORKS	3	3	2	8.12	POOR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS AND COST HIGH USAGE AND MEDIUM RATINGS
HUMAN CAPITAL TRANSFORMATION WORKSHOP	3	3	2	3.42	EXCELLENT ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS AND COST LOW USAGE AND MEDIUM RATINGS
INTRODUCTION TO BILLING SYSTEMS	1	3	2	3.42	EXCELLENT ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS AND COST LOW USAGE AND MEDIUM RATINGS
MARKETING FOR YOUR CUSTOMERS	1	3	2	3.42	POOR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS BUT WAY OFF ON COST HIGH USAGE AND MEDIUM RATINGS
PROCUREMENT OVERVIEW	2	2	2	4.00	FAIR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS BUT WAY OFF ON COST LOW USAGE AND MEDIUM RATINGS
TECHNOLOGY FOR TODAY'S BUSINESS LEADER	2	2	2	4.00	FAIR ALIGNMENT WITH OFFERINGS WITHIN TARGET HOURS BUT WAY OFF ON COST LOW USAGE AND MEDIUM RATINGS

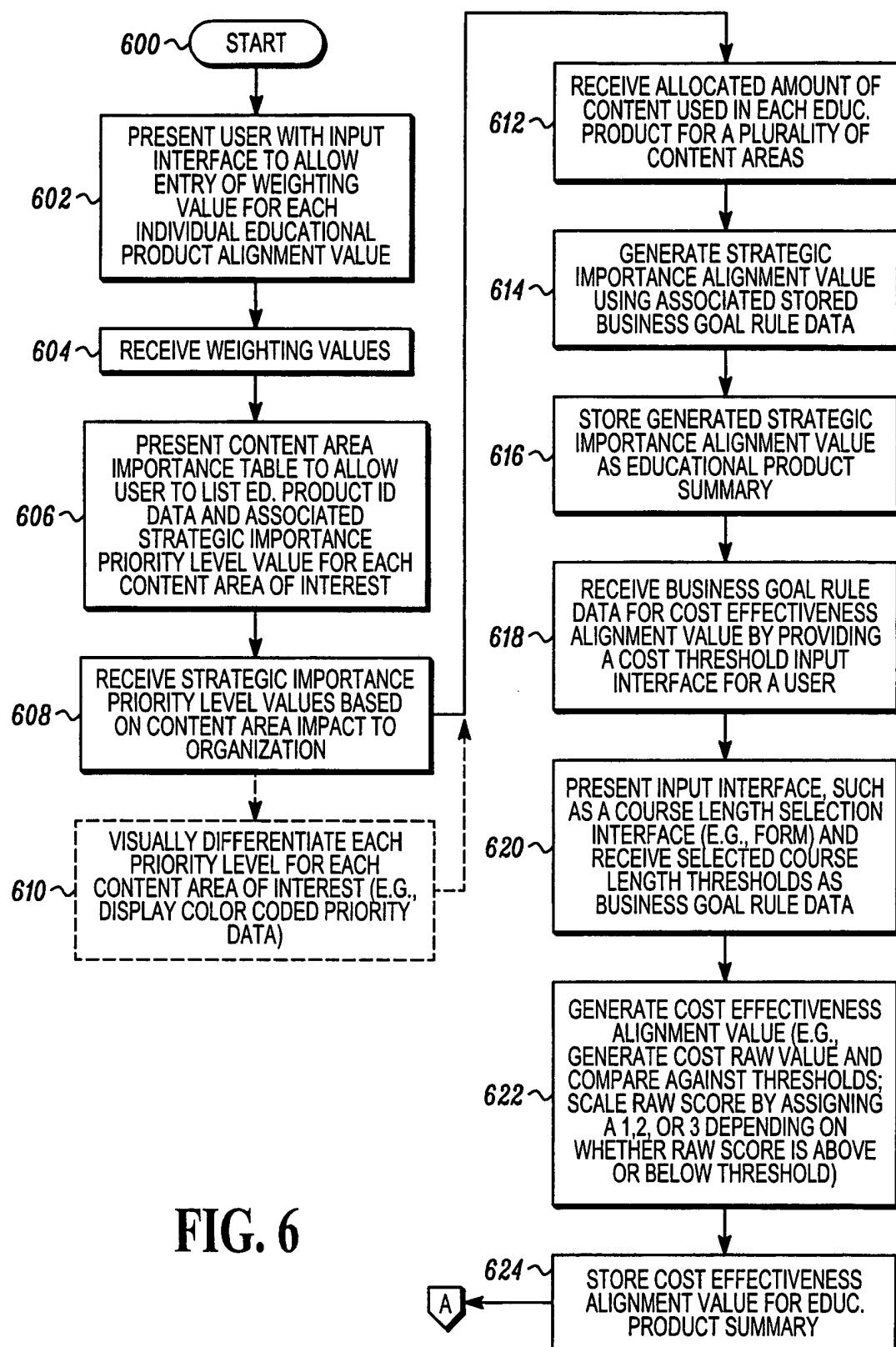


FIG. 6

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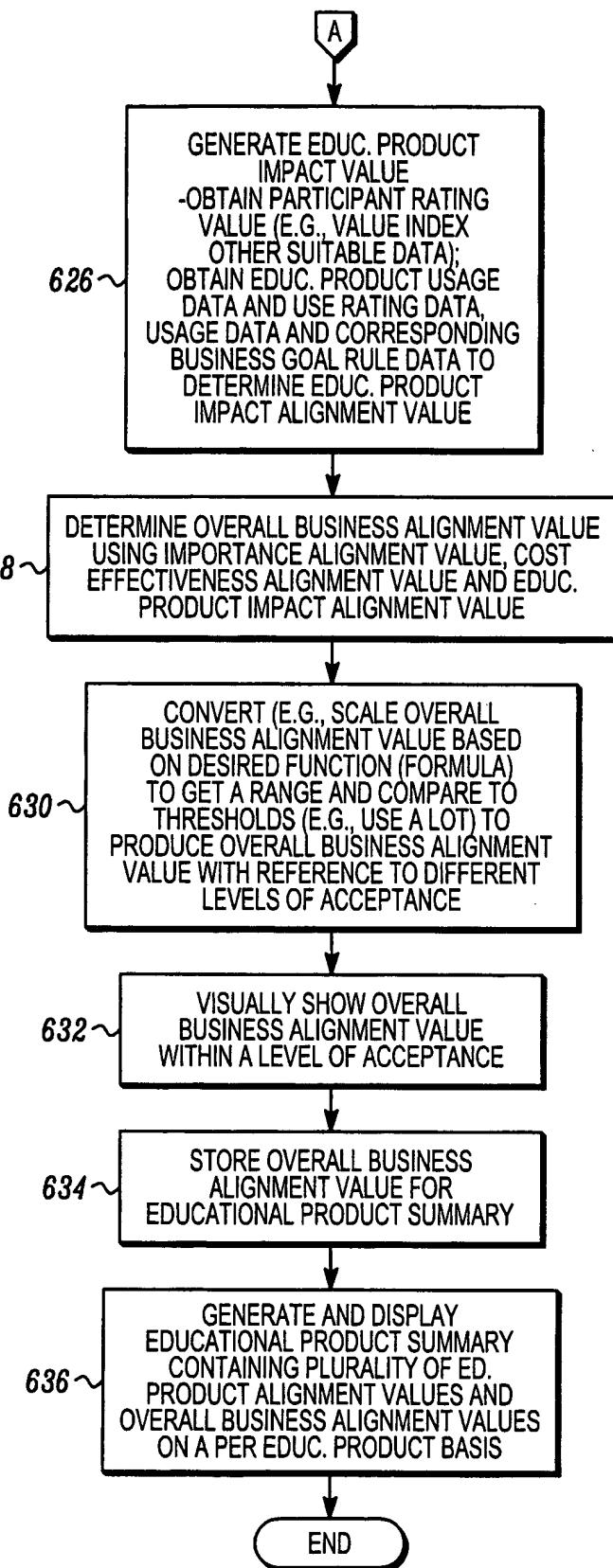


FIG. 7

800

EDUCATIONAL PRODUCT ALIGNMENT VALUE WEIGHTING TABLE	
EVALUATION CRITERIA	WEIGHTING IN OVERALL BUSINESS FINAL RATING SCORE
324 ~ STRATEGIC ALIGNMENT VALUE	502 ~ 50%
326 ~ COST EFFECTIVE ALIGNMENT VALUE	504 ~ 35%
334 ~ IMPACT ALIGNMENT VALUE	506 ~ 15%
TOTAL	100%

FIG. 8

900

CONTENT AREA IMPORTANCE TABLE	
CONTENT AREA	STRATEGIC IMPORTANCE PRIORITY LEVEL DATA
902 ~ CUSTOMER CONTACT TRANSFORMATION	M(2)
FINANCE & ACCOUNTING OUTSOURCING	L(1)
HUMAN CAPITAL TRANSFORMATION	H(3)
INFORMATION TECHNOLOGY OUTSOURCING	M(2)
OPERATIONS - BACK OFFICE SOLUTIONS	L(1)
PROCEDURE SOLUTIONS	L(1)
INSIGHT DRIVEN MARKETING	M(2)
ENTERPRISE SOLUTIONS ENTERPRISE RESOURCE PLANNING (ERP)	H(3)
IT TRANSFORMATION	H(3)
CIO FOCUSED TECHNOLOGY OFFERINGS	L(1)

320

FIG. 9

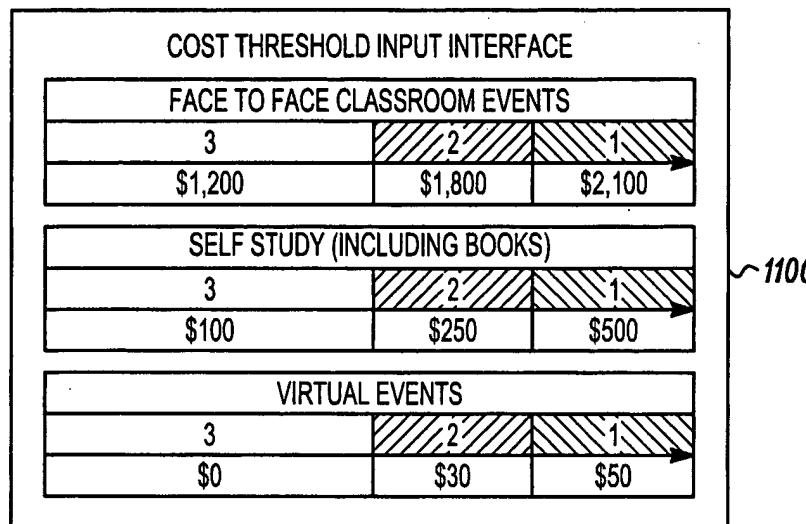
EDUCATIONAL PRODUCT BREAKDOWN BY CONTENT AREA TABLE USER WOULD MAP EACH EDUCATION PRODUCT HOURS TO THE CONTENT AREAS THE EDUCATIONAL PRODUCT COVERS											
EDUCATIONAL PRODUCT ID	EDUCATIONAL PRODUCT TOTAL HOURS	CONTENT AREAS									
		MEDIUM (2)	FINANCE & ACCOUNTING	HUMAN CAPITAL TRANSFORMATION	INFORMATION TECHNOLOGY OUTSOURCING	OPERATIONS BACK OFFICE SOLUTIONS	PROCUREMENT SOLUTIONS	INSIGHT DRIVEN MARKETING	ENTERPRISE RESOURCE PLANNING (ERP)	IT TRANSFORMATION	CIO FOCUSED TECHNOLOGY OFFERINGS
THESE EDUCATIONAL PRODUCTS MAP TO THE SAME OFFERING (PRODUCTS/SERVICES)											
FINANCIAL BASICS	8	4								4	8
HOW FINANCE WORKS	16		8			4				4	12
FINANCE IN OUR BUSINESS	24			4						20	24
THESE EDUCATIONAL PRODUCTS MAP TO THE SAME PRODUCT AND SERVICES											
BILLING 101	16					8				8	$((8^*)^4(8^*)^4(8^*)^4$
ACCOUNTS RECEIVABLE PRIMER	2						1			1	$((1^*)^4(1^*)^4(1^*)^4$
INTRODUCTION TO BILLING SYSTEMS	40						10			10	$((10^*)^4(10^*)^4(10^*)^4$
BEST PRACTICES FOR CUSTOMER BILLING	24						4			4	$((4^*)^4(4^*)^4(4^*)^4$

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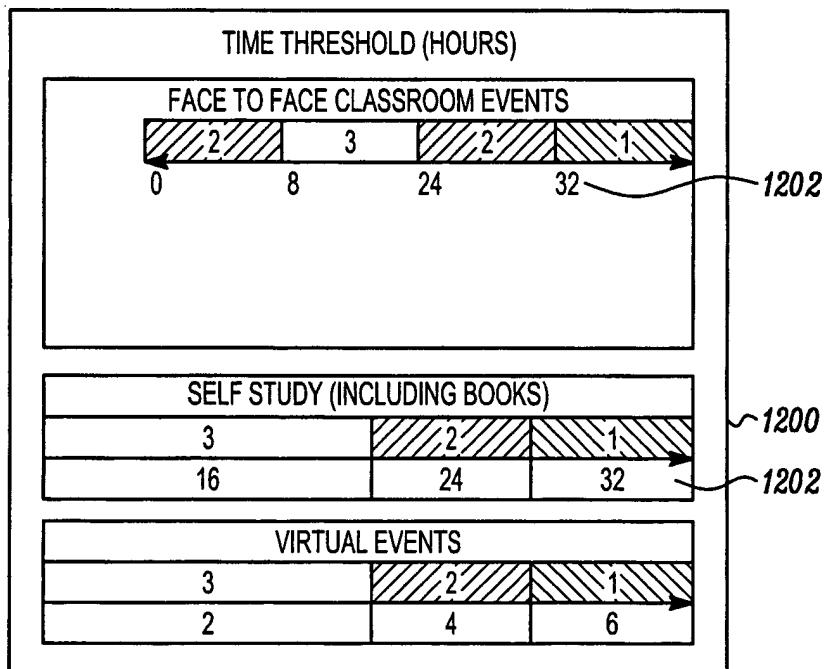
1004

FIG. 10

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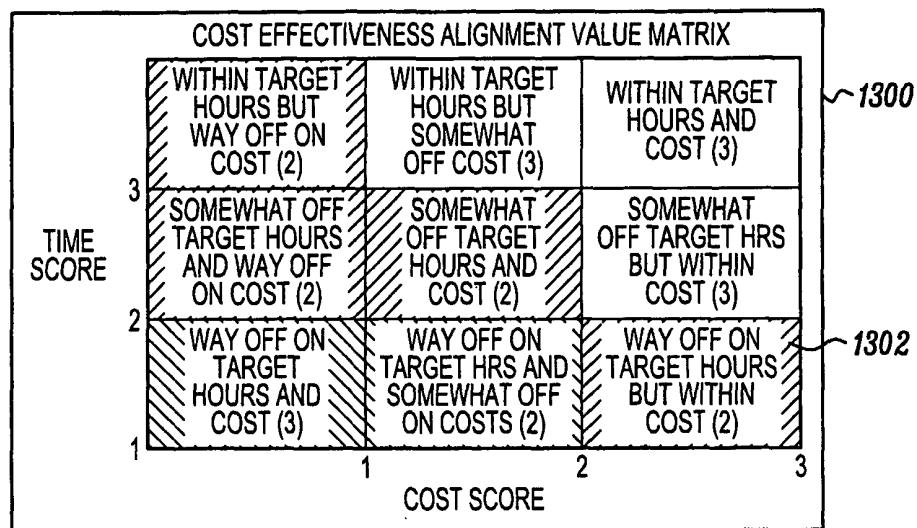


**FIG. 11**

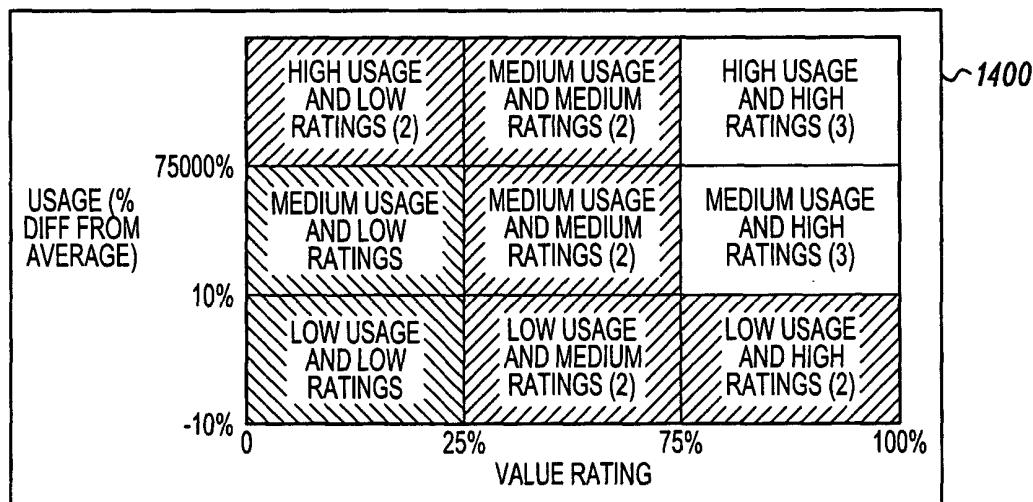


**FIG. 12**

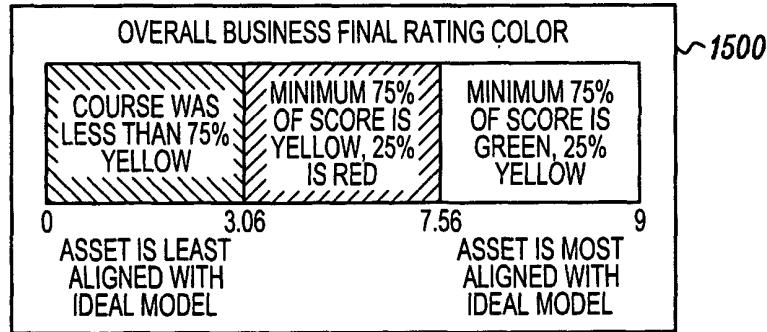
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**FIG. 13**



**FIG. 14**



**FIG. 15**

1600

USAGE ANALYSIS - PENETRATION OF EDUCATIONAL PRODUCTS TAKE UP			
THRESHOLD	# EDUCATIONAL PRODUCTS	% EDUCATIONAL PRODUCTS	1602
80%	5	5%	80% OF THE USAGE, COMES FROM 5% (5) OF THE EDUCATIONAL PRODUCTS. THE MAJORITY OF YOUR USAGE COMES FROM ONLY 5 OF THE EDUCATIONAL PRODUCTS. WHY ARE PEOPLE ONLY USING THESE 5?
50%	16	16%	50% (HALF) OF THE USAGE, COMES FROM 10% (10) OF THE EDUCATIONAL PRODUCTS. HALF OF YOUR USAGE COMES FROM ONLY 16 EDUCATIONAL PRODUCTS. WHAT ABOUT THE OTHER 36? WHY ARE PEOPLE NOT USING THEM?
100			TOTAL NUMBER OF EDUCATIONAL PRODUCTS
TOTAL USAGE (FOR 10 MOST USED)	3,019		
% OF TOTAL USAGE	37.7%	ABOUT 1 OUT OF EVERY 3 EDUCATIONAL PRODUCTS USED COMES FROM THE SAME POOL OF 10 EDUCATIONAL PRODUCTS	
TOTAL USAGE (FOR 10 LEAST USED)	0		
% OF TOTAL USAGE	0.0%	IN THIS CASE THERE ARE AT LEAST 10 EDUCATIONAL PRODUCTS THAT HAVE NOT BEEN USED AT ALL.	
# OF ASSETS WHICH HAVE LOW USAGE (20 OR LESS PEOPLE)	70		
% OF TOTAL ASSETS	27%	ABOUT 1 OUT OF EVERY 4 EDUCATIONAL PRODUCTS HAS 20 OR FEWER USERS.	
# OF ASSETS NOT USED IN PAST 2 YEARS	45		
% OF TOTAL ASSETS	17%	ABOUT 1 OUT OF EVERY 5 EDUCATIONAL PRODUCTS HAVEN'T BEEN USED IN THE PAST 2 YEARS.	

FIG. 16

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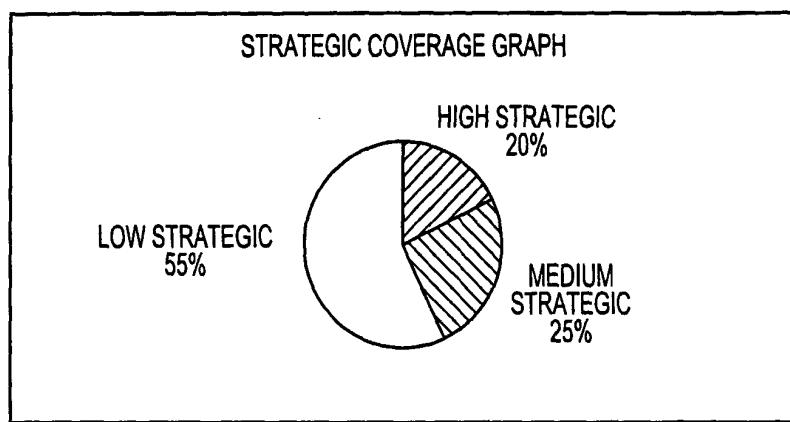


FIG. 17

1800

CONTENT AREAS				
EDUCATIONAL PRODUCT NAME	FINANCE & ACCOUNTING OUTSOURCING	OPERATIONS BACK OFFICE SOLUTIONS	CIO FOCUSED TECHNOLOGY OFFERINGS	ENTERPRISE SOLUTIONS ENTERPRISE RESOURCE PLANNING (ERP)
THESE EDUCATIONAL PRODUCTS MAP TO THE SAME OFFERING (PRODUCTS/SERVICES)				
FINANCIAL BASICS	X		X	
HOW FINANCE WORKS	X		X	
FINANCE IN OUR BUSINESS	X		X	
THESE EDUCATIONAL PRODUCTS MAP TO THE SAME PRODUCT AND SERVICES				
BILLING 101		X		X
ACCOUNTS RECEIVABLE PRIMER		X		X
INTRODUCTION TO BILLING SYSTEMS		X		X
BEST PRACTICES FOR CUSTOMER BILLING		X		X

FIG. 18